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PATENT
Attorney Docket No.: 026595-004800US

TOWNSEND and TOWNSEND and CREW LLP

By: /Joni E. Peterson/
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Robert Staggs

Application No.: 10/783,715

Filed: February 19, 2004

For: METHODS AND SYSTEMS FOR
PROVIDING PERSONALIZED
FREQUENTLY ASKED QUESTIONS

Customer No.: 20350

Confirmation No. 5593

Examiner: Belix M. Ortiz

Technology Center/Art Unit: 2164

AMENDMENT

Via EFS-Web

Mail Stop Amendment

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Commissioner:

In response to the Office Action mailed July 21, 2010, please enter the following
amendments and remarks:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this
paper.

Remarks/Arguments begin on page 7 of this paper.